

User Guide for New Starter Health Assessment /



PPP HEALTHCARE

redefining / healthcare

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1.0 Introduction

1.1 The Assessment

Welcome to the AXA PPP healthcare New Starter Health Assessment. As part of your recruitment, your employer has asked that you complete an online assessment to determine your fitness for the job you have been offered.

The purpose of this assessment is to determine your fitness for the job you have been offered, to identify any lifestyle trends that may be relevant to your job, and also to assess any need for adjustments in the workplace to help you do your job effectively and safely. This service is provided by AXA PPP healthcare.

The assessment includes questions about your health. It is important that you respond to the questions honestly and to the best of your knowledge and understanding. This is because your answers will be used to determine whether you are fit for the job or whether your case needs to be referred to the AXA PPP healthcare Occupational Health Clinician Team for a more detailed assessment. It will also be used to identify any lifestyle trends that may be relevant to your job.

The personal information you provide during this assessment will be held by AXA PPP healthcare as part of an occupational health record as well as being used for the purpose of providing this online health assessment. AXA PPP healthcare will not pass any of your personal information, or any recommendations regarding your fitness to work, to your employer unless you have first given us your express permission to do so.

1.2 Document Purpose

This document has been developed as a User Guide to the New Starter Health Assessment application. It provides details of the step by step process that you should follow when accessing and using this application.

Throughout this document, a bullet point refers to a task that you need to perform. The *Notes* section gives more information or an explanation of the process and anticipated outcomes. The process will also display the next screen to be displayed when a task has been performed.

1.3 Terminology

Throughout this document, the following terms have been used:

- **NSHA** New Starter Health Assessment
- **CRES** Cisco Registered Envelope Service

2.0 Assessment Invitation

When you receive the offer of employment from your employer, two emails will be sent to you.

The first email sent to you will be titled “AXA PPP healthcare New Starter Health Assessment Login Details {Encrypt}” – this contains the link you will need to access your assessment login details.

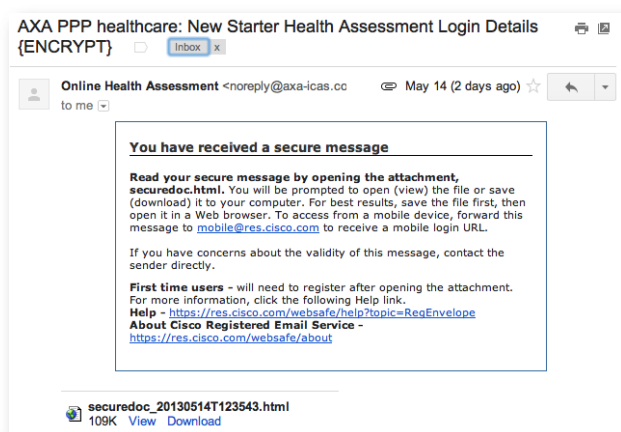
The second email sent to you will be titled “AXA PPP healthcare New Starter Health Assessment Confirmation Email” – this confirms that the application logins have been sent.

Note: Both emails are sent from noreply@axa-icas.com. It is recommended that you add this address to your Safe/Trusted emails list.

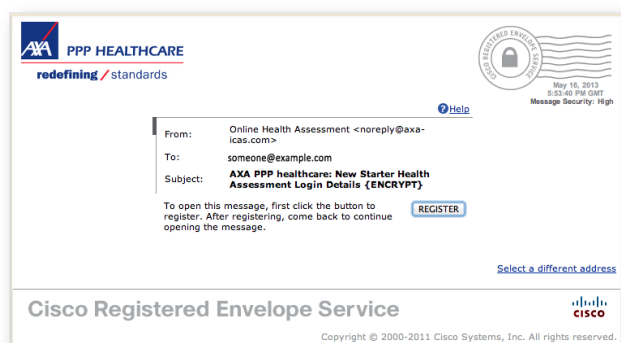
The first email can be filtered to a mailbox's Spam/Junk folder as it is encrypted. It is important that you check your Spam/Junk folder if you do not appear to receive this email.

If either email is filtered into your Spam/Junk folder it is recommended that they are moved to the Inbox before proceeding.

User Process



- Open the email titled “AXA PPP healthcare New Starter Health Assessment Login Details {Encrypt}”.
- When the email is displayed, double click on the *securedoc* attachment to download the file.
- Open the file when the download is complete.



This will display a Cisco Secure Envelope. This contains your assessment login details.

- Select 'Register'.

Note: You will have to register your email address with Cisco in order to access the NSHA logins.

You should keep the secure envelope window open while completing the following steps.

2.0 Assessment Invitation

User Process

The screenshot shows the 'NEW USER REGISTRATION' page for the Cisco Registered Envelope Service. The page includes the Cisco logo and a 'Help' link. A note advises users to add 'DoNotReply@res.cisco.com' to their address book. The registration process is divided into three main sections: 'Enter Personal Information', 'Create a Password', and 'Select 3 Security Questions'. Each section contains input fields for email, language, name, password, and security questions, with 'Example' text in the fields. A 'Register' button is at the bottom. The footer contains links for 'About', 'Terms of Service', 'Privacy Policy', and copyright information for Cisco Systems, Inc. (2001-2013).

NEW USER REGISTRATION

To assure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List. * = required field

Enter Personal Information

Email Address: someone@example.com

Language: English (dropdown) The language setting will be stored for future login and email notifications.

First Name*: Example

Last Name*: Example

Create a Password

Password*: Example Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

Confirm Password*: Example

Personal Security Phrase*: Example Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site. [More Info](#)

☒ Enable my Personal Security Phrase.

Select 3 Security Questions

You will be asked these questions in the future if you forget your password.

Question 1*: What is your father's middle name? (dropdown)

Answer 1*: Example

Confirm Answer 1*: Example

Question 2*: What city was your mother born in? (dropdown)

Answer 2*: Example

Confirm Answer 2*: Example

Question 3*: What was the make of your first car? (dropdown)

Answer 3*: Example

Confirm Answer 3*: Example

Register

Cisco Registered Envelope Service

[About](#) [Terms of Service](#) [Privacy Policy](#) Copyright © 2001-2013 Cisco Systems, Inc. All rights reserved.

This will display a page for you to register your email address with Cisco.

- Enter all requested information into the fields displayed.
- Select 'Register'.

The screenshot shows the 'FINAL STEP: ACCOUNT ACTIVATION' page. It confirms that the user's account was successfully created and provides instructions to activate the account via email. The instructions state that the activation email has been sent to 'someone@example.com' and advise the user to check their inbox or junk email folder if they don't see it. The footer is identical to the registration page, including the Cisco logo, 'English' language dropdown, and copyright information.

FINAL STEP: ACCOUNT ACTIVATION

Your Cisco Registered Envelope Service account was successfully created.

Instructions to activate your account have been emailed to someone@example.com

Please check your inbox. If you do not see an account activation email, check your junk email folder.

Cisco Registered Envelope Service

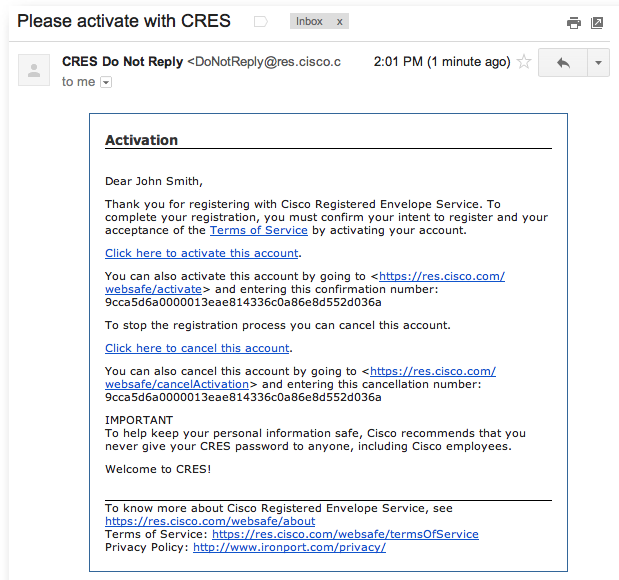
[About](#) [Terms of Service](#) [Privacy Policy](#) Copyright © 2001-2013 Cisco Systems, Inc. All rights reserved.

When your registration is successful Cisco will confirm this and send an email to you to activate your account.

- Return to your inbox.
- Open the email titled "Please activate with CRES".

2.0 Assessment Invitation

User Process



This will display an email from Cisco confirming your account has been created and requesting that you activate the account.

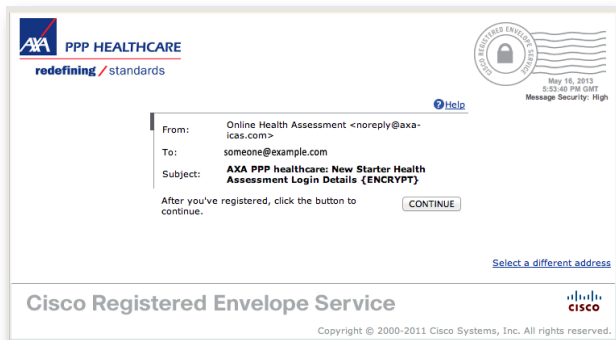
- Select 'Click here to activate this account'.



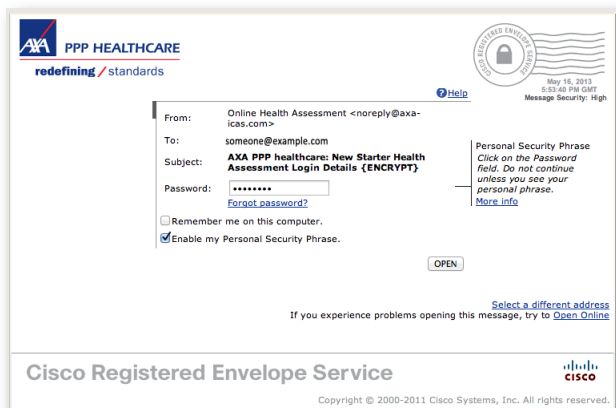
A confirmation message from Cisco is displayed, confirming that the account is now active, and that you can open the secure envelope.

2.0 Assessment Invitation

User Process

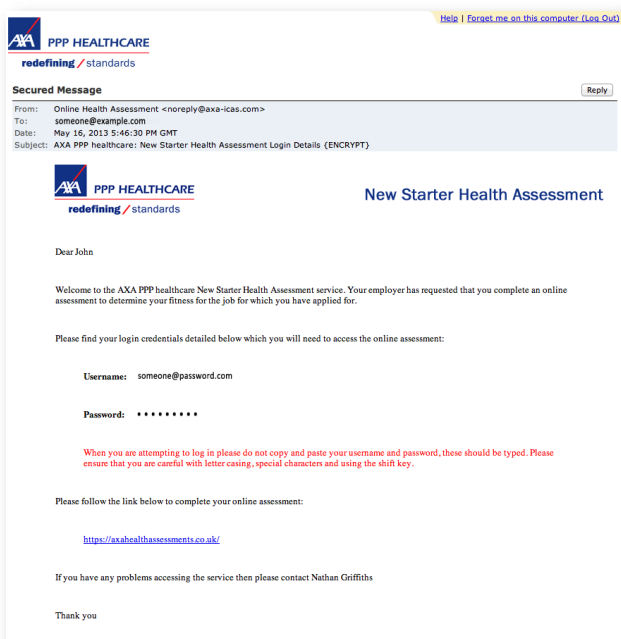


- Return to the secure envelope.
- Select 'Continue'.



The front of the envelope will change to ask you to log in.

- Enter the password created during Cisco registration.
- Select 'Open'.

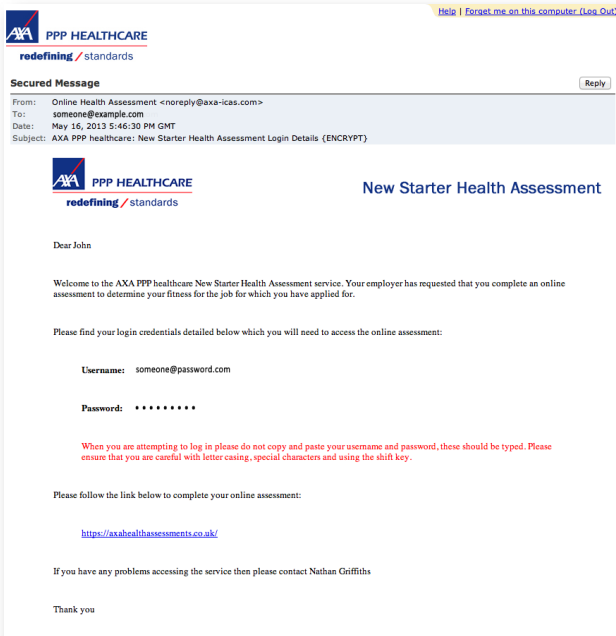


This will open the email sent to you containing the login details to access the New Starter Health Assessment application.

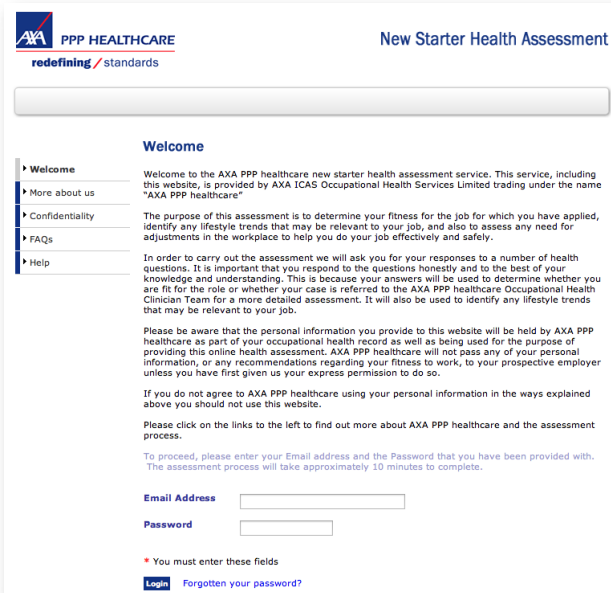
3.0 Accessing the Assessment

Once you have opened the Cisco Secure Envelope containing your login details, you will be able to use these details to access your assessment.

User Process



- Within the Cisco Secure envelope message, select 'https://axahealthassessments.co.uk/'.

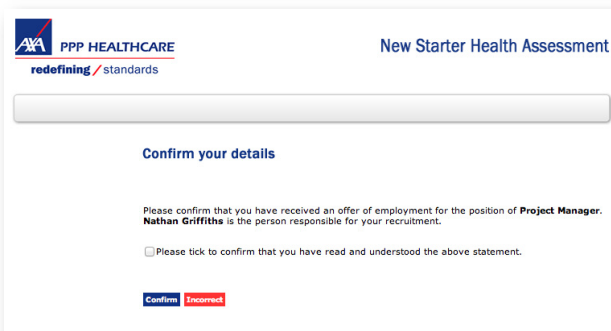


This will navigate you to the New Starter Health Assessment application.

- Enter the Username and Password provided.

Note: When you are attempting to log in please do not copy and paste your username and password, these should be typed. Please ensure that you are careful with letter casing, special characters and using the shift key.

- Select 'Login'.



This will open your New Starter Health Assessment.

4.0 Completing the Assessment

Once you have accessed the New Starter Health Assessment application you should follow the on-screen instructions to complete the assessment.

User Process

The screenshot shows the 'Confirm your details' screen. At the top, there is a header with the AWA logo and 'PPP HEALTHCARE redefining standards' on the left, and 'New Starter Health Assessment' on the right. Below the header is a grey bar. The main content area has the title 'Confirm your details'. Below this, it says 'Please confirm that you have received an offer of employment for the position of **Project Manager**. **Nathan Griffiths** is the person responsible for your recruitment.' There is a checkbox with the text 'Please tick to confirm that you have read and understood the above statement.' At the bottom, there are two buttons: 'Confirm' (blue) and 'Incorrect' (red).

You should review the introductory statement to confirm you are in the correct assessment.

- Tick the box to confirm that the statement has been read and understood.
- Select 'Confirm' if the statement is correct, when prompted, reselect it.
- Select 'Incorrect' if the statement is incorrect, when prompted, reselect it.

Note: If you select 'Incorrect' you will be taken out of the assessment and should contact the person responsible for your recruitment to confirm any changes required.

The screenshot shows the 'Your details' screen. At the top, there is a header with the AWA logo and 'PPP HEALTHCARE redefining standards' on the left, and 'New Starter Health Assessment' on the right. Below the header is a grey bar. The main content area has the title 'Your details'. On the left, there is a sidebar with a list of sections: 'Personal Details' (selected), 'Job Details', 'Medical Questions', 'Summary', and 'Consent'. The main content area has a red asterisk and the text 'You must answer these questions'. Below this, there are several fields: 'Surname', 'First name', 'Date of Birth (dd/mm/yyyy)' (with a calendar icon), 'Gender' (with radio buttons for 'Male' and 'Female'), 'Address' (with a text area), 'Town', 'County', 'Postcode', 'Preferred contact method' (with radio buttons for 'Home Tel' and 'Mobile Tel'), 'Please enter at least one telephone number below:', 'Home telephone', and 'Mobile telephone'. At the bottom, there are two buttons: 'Next' (blue) and 'Close' (red).

You will then be asked to review the personal details entered for you.

- Make any additions or changes required.

Note: You will have to enter your Date-of-Birth if not already entered.

- Select 'Next'.

4.0 Completing the Assessment

User Process

The screenshot shows the 'Your job' section of the 'New Starter Health Assessment' form. The form is titled 'New Starter Health Assessment' and has the AXA PPP HEALTHCARE logo. A sidebar on the left contains navigation links: 'Personal Details', 'Job Details', 'Medical Questions', 'Summary', and 'Consent'. The 'Job Details' section is active, showing a red asterisk and the text 'You must answer these questions'. The form contains several input fields: 'Job Title' (Project Manager), 'Department' (IT), 'Branch / Location' (London), 'Sub-Function' (Sub-Function 1), 'Cost Centre' (empty), and 'Job Level' (1-1). Below these fields is a section titled 'Please select the nature of your employment: Select as many options as you believe are applicable'. This section contains two columns of checkboxes. The first column includes: 'Aircrew', 'Confined spaces', 'Chemical exposure', 'Food handler', 'Lone working', 'Public/Customer facing', 'Repetitive work', 'Use of Display Screen Equipment', 'Vocational driving - grp2/grp1/FLT/other', and 'Working at heights'. The second column includes: 'Breathing apparatus', 'Call centre', 'Diving', 'Heavy manual handling', 'Night working', 'Radiation', 'Shift work', 'Use of vibrating tools', and 'Work related travel - UK/Europe/Worldwide'. The 'Lone working', 'Public/Customer facing', 'Repetitive work', 'Use of Display Screen Equipment', and 'Work related travel - UK/Europe/Worldwide' checkboxes are checked. At the bottom right of the form are 'Next' and 'Close' buttons.

You will then be shown the specific elements of the job that you have been recruited to.

- Select 'Next'.

The screenshot shows the 'Purpose Statement' section of the 'New Starter Health Assessment' form. The form is titled 'New Starter Health Assessment' and has the AXA PPP HEALTHCARE logo. A sidebar on the left contains navigation links: 'Personal Details', 'Job Details', 'Medical Questions', 'Summary', and 'Consent'. The 'Purpose Statement' section is active, showing the text: 'The purpose of this process is for AXA PPP healthcare to give advice to your future employer in terms of your fitness for the job for which you have applied, identify any lifestyle trends that may be relevant to your job, and also to assess any need for adjustments in the workplace to help you do your job effectively and safely. The advice will not contain any specific medical information but may include information on lifestyle trends that may be relevant to your work. To identify any relevant lifestyle trends your height and weight will be automatically calculated to give your Body Mass Index number (BMI). Your future health need or risk will be calculated using the answers given to allow us to inform you and your employer of any necessary support, adjustments or restrictions that may be required.' Below this text is a paragraph: 'The personal information that you submit will be held by AXA PPP healthcare as part of your occupational health record as well as being used for the purpose of providing this online health assessment. AXA PPP healthcare will not pass any of your personal information or any recommendations to your future employer unless you have first given us your express permission to do so.' At the bottom of the form are 'Back', 'Next', and 'Close' buttons.

You will then be asked to review a Purpose Statement, further explaining what the New Starter Health Assessment does.

- If you are happy to proceed, select 'Next'.
- If you do not wish to proceed, select 'Close'.

Note: This will log you out of the application. You should contact the person responsible for your recruitment to inform them that you will not be proceeding with the assessment.

4.0 Completing the Assessment

User Process

The screenshot shows the 'Your medical history' section of the 'New Starter Health Assessment' form. The form is titled 'AXA PPP HEALTHCARE redefining standards' and 'New Starter Health Assessment'. The left sidebar shows a navigation menu with 'Personal Details', 'Job Details', 'Medical Questions', 'Summary', and 'Consent'. The 'Medical Questions' section is active. It contains several questions with dropdown menus and radio buttons. The questions are: 'How many days of sickness absence have you had per year over the last 2 years?', 'How many spells of sickness absence lasting for more than 1 week have you had per year for the last 2 years?', 'Are you a regular smoker?', 'Do you have any hobbies?', 'How many units of alcohol do you consume in 1 week?', 'The next question is height and weight related, would you prefer to enter these details in Imperial (Inches & lbs) or Metric (Metres & Kgs) measures', 'What is your height?', and 'What is your weight?'. The form has 'Next' and 'Close' buttons at the bottom right.

You will then be taken through the questions that form your assessment.

Note: All questions are mandatory and must be completed before proceeding. You will have the ability to review your answers after completing the assessment. Dependant on the answers given you will be asked to provide extra information as required.

The screenshot shows the 'Summary' section of the 'New Starter Health Assessment' form. The form is titled 'AXA PPP HEALTHCARE redefining standards' and 'New Starter Health Assessment'. The left sidebar shows a navigation menu with 'Personal Details', 'Job Details', 'Medical Questions', 'Summary', and 'Consent'. The 'Summary' section is active. It contains a message: 'You can review your answers before completing the assessment by clicking on the Review button.' Below the message are 'Next' and 'Review' buttons.

Once the all the questions have been answered, you have the opportunity to review your answers before completing the assessment.

Note: Once an assessment is complete, no changes will be able to be made.

- Select 'Review' to go back and review the answers given.
- Select 'Next' to complete the assessment.

The screenshot shows the 'Outcome' section of the 'New Starter Health Assessment' form. The form is titled 'AXA PPP HEALTHCARE redefining standards' and 'New Starter Health Assessment'. The left sidebar shows a navigation menu with 'Personal Details', 'Job Details', 'Medical Questions', 'Summary', and 'Consent'. The 'Outcome' section is active. It contains the following information: 'John Smith - Date of Birth: 24/09/1987', 'Thank you for successfully submitting your answers.', 'You have applied for a job with Demo Client as a Project Manager and have highlighted this role as falling within the following job group(s):', a list of job groups: 'Lone working', 'Public / customer facing', 'Repetitive work', 'Use of Display Screen Equipment', and 'Work related travel - UK/Europe/Worldwide', 'Based upon the assumption of full and honest disclosure of the individual's medical history to us this candidate is', a list of outcomes: 'cleared fit for this position with NO restrictions or adjustments identified', and a 'NOTE' section: 'If the candidate is going to be working with known hazards which require health surveillance, in order to comply with the HSE regulations we recommend that you arrange for them to have baseline surveillance within 6 weeks of them commencing in this role.' Below the note is a 'Next' button.

You are now shown the outcome of your assessment.

Note: If more information is required by AXA PPP healthcare, you should confirm that your contact details are correct at the foot of the screen.

The outcome that is displayed to you will be passed to your employer in exactly the same format.

- Select 'Next'.

4.0 Completing the Assessment

User Process

The screenshot shows the 'Your consent' screen of the 'New Starter Health Assessment' by AXA PPP HEALTHCARE. The page has a sidebar with a menu containing 'Personal Details', 'Job Details', 'Medical Questions', 'Summary', and 'Consent'. The 'Consent' section is active. The main content area explains that by clicking 'I Consent', the user agrees to AXA PPP healthcare using their personal information to generate and issue advice to their future employer. It also states that if the user does not click 'I Consent', they will be unable to give a recommendation on their fitness for work. At the bottom, there are two buttons: 'I Consent' (highlighted in blue) and 'I Do Not Consent' (highlighted in red).

After viewing your assessment outcome, you are then asked to confirm whether you consent to this outcome being released to your employer.

- Select 'I Consent' to release the outcome, when prompted, select again.
- Select 'I Do Not Consent' to prevent the outcome from being released, when prompted, select again.

The screenshot shows the completion screen of the 'New Starter Health Assessment' by AXA PPP HEALTHCARE. The sidebar menu is the same as the previous screen. The main content area states: 'Your online new starter health assessment is now complete.' It then mentions that additional information on health matters and lifestyle issues is available through the 'Be Healthy' section of the AXA PPP healthcare website. A link labeled 'Be Healthy' is provided. Below this, it says 'If you do not wish to view this information, then please close this page.' and 'Thank you for your time.' At the bottom, there is a 'Log Out' link.

Confirmation is then given to you that the assessment is complete.

- Select 'Be Healthy' to access some trusted sources of information on healthy living.
- Select 'Log Out' to leave the application.

5.0 Frequently Asked Questions

This section is designed to provide you with answers to the most commonly asked questions from new starters accessing or completing the New Starter Health Assessment.

5.1 Technical Questions

I do not appear to have received either my invitation or confirmation email.

Be sure to check your mailbox's Spam/Junk folder as these emails can be sent there. If either email is filtered into your Spam/Junk folder it is recommended that they are moved to the Inbox before proceeding.

If you do not find your emails in the Spam/Junk folder, contact the person responsible for your recruitment and request them to resend the emails. Check with this individual that there are no mistakes in the email address they are sending them to.

In preparation for receiving the emails, it is recommended that you add noreply@axa-icas.com to your Safe/Trusted email list. This will ensure that the emails do not get sent to the Spam/Junk folder.

I cannot download or open the *securedoc* attachment.

Forward your original email to mobile@res.cisco.com clearing the subject line of any content. After forwarding the secure message you will receive an email containing a link rather than an attachment. Select this link and follow the process outlined in Section 2.0 to access your login details.

If you select the link and are still unable to access the steps outlined in Section 2.0, contact support@res.cisco.com for further assistance.

When I open the *securedoc* attachment one of the following errors occur:

- I cannot see the 'Register' button.
- An 'Error' button appears where the 'Register' button should.
- The page does not load correctly.
- I get a Java error message from my Internet browser.

There are many different factors that can cause any of the above scenarios to occur. If you do experience one of these errors, forward your original email to mobile@res.cisco.com clearing the subject line of any content. After forwarding the secure message you will receive an email containing a link rather than an attachment. Select this link and follow the process outlined in Section 2.0 to access your login details.

If you select the link and are still unable to access the steps outlined in Section 2.0, contact support@res.cisco.com for further assistance.

Why do I have to register with Cisco Registered Envelope Service (CRES) to receive my New Starter Health Assessment logons?

Your login details for the New Starter Health Assessment are sent to you through an encrypted email to maintain their privacy. CRES is the most secure way to deliver these logins to you. As CRES is provided by Cisco, they require users to register their email address with them in order to access the email delivered.

Can I access CRES and the New Starter Health Assessment from a mobile device?

Yes. Both the invitation email and your assessment can be accessed through mobile devices.

When accessing the CRES Secure Envelope, you must forward your original email to mobile@res.cisco.com clearing the subject line of any content. After forwarding the secure message you will receive an email containing a link rather than an attachment. Select this link and follow the process outlined in Section 2.0 to access your login details.

If you select the link and are still unable to access the steps outlined in Section 2.0, contact support@res.cisco.com for further assistance.

This mobile work around will be have to used at any time you want to access the email from a smartphone or tablet.

5.1 Technical Questions cont.

When I have registered with Cisco Registered Envelope Service I receive an error message stating that my Activation email could not be sent.

If you receive this error message you should email support@res.cisco.com who will send this email out to you again. When emailing the support team please include your name and email address that you have registered with.

When I attempt to log into the Cisco Registered Envelope Service I receive an “Incomplete Payload” error message.

Select 'Forward' for the email that has the *securedoc* attachment. Enter mobile@res.cisco.com in the To field. Clear the subject line of any content and select "Send".

After forwarding the secure message you will receive an email containing a link rather than an attachment. Please be aware that the link in this new email will expire after 8 hours so please save any information needed on to the desktop.

In the new email, open the link. A page is displayed asking you for your password with an Open button. Enter the password created during CISCO registration and select 'Open'. This will display the login details required for accessing the New Starter Health Assessment application.

If you do not get a chance to save all necessary info please forward the original secure message on again to mobile@res.cisco.com and you will receive a new link that will be active for another 8 hours.

I've opened the New Starter Health Assessment in my web browser but I can't see a box to enter my password.

The login page does not display correctly in certain web browsers when using low screen resolutions. This issue can be fixed by either:

- opening the website in Internet Explorer, or
- adjusting your current browser's zoom settings to 100% or less until you can correctly view the whole of the Assessment page.

When logging into my assessment my username or password are not being recognised.

Ensure firstly that you are attempting to login with the username and password provided in the email from AXA PPP healthcare, and not the details you used to register your email address with CRES.

It is advised not to copy and paste the login details sent to you as hidden characters can be included in this action and invalidate your username and password. Type your username and password as displayed in the welcome email.

If you have received several invitation emails, be sure to use the password from the one most recently sent to you. Your password will not expire, but you must use the latest one sent to you.

If you are still being denied access, select the 'Forgotten your password?' link on the login screen to receive a new password, and attempt to log in using this when it is delivered.

If any of the above are not successful, contact AXA Application Support through online.support@axa-icas.com for further assistance.

I have partially completed my assessment and need to finish it, how do I re-enter my assessment?

If you have partially completed your assessment, you can re-enter the assessment at any point in time using the login details you were sent in your welcome email. Locate this email, use the link displayed to access the New Starter Health Assessment application and log in using the details provided to you.

For all other technical queries, please contact AXA Application Support through online.support@axa-icas.com for further assistance.

5.2 Questions about the New Starter Health Assessment

What is an online health assessment?

An online health assessment process is used to determine whether you require a more detailed assessment of your fitness for work and the type of support needed. You will not be found unfit for work based solely on this initial assessment.

The responses you give to the initial questions will enable us to make a decision on your fitness for work and support needed. You may be found “fit” for your role straight away, or you may be “referred” to AXA PPP healthcare for a more detailed telephone assessment.

What if I am “referred”?

If you are “referred”, it means that we may require further information from you. A member of the Occupational Health Clinical Team at AXA PPP healthcare will review your assessment and call you to discuss your answers if required.

A small number of referrals may require a face-to-face assessment, usually with a doctor, or a review of medical reports from your GP or treating specialist. If this is required, the reasons for this will be discussed with you during your telephone assessment and your permission obtained for this further assessment. However, this will only be arranged upon the approval of your employer.

How do you know what questions to ask?

We have developed a risk-based assessment that only asks questions pertinent to the potential hazards associated with your role. Based on the information given by the person who is responsible for your recruitment, we ask you only the questions relevant to your future employment.

What if I have a disability?

The assessment should pick up the fact that you may have a disability and subsequently you will be referred. The AXA PPP healthcare Occupational Health Clinical Team are highly experienced at dealing with disability issues as they relate to the workplace and will advise your prospective employer on the need for reasonable adjustments in the workplace.

The AXA PPP healthcare Occupational Health Clinical Team is aware of relevant disability legislation and will discuss this with you if you are referred.

Will this prevent people with health problems working?

No, the online health assessment has been designed to support you and your future employer in understanding any support, adjustments or restrictions which may be required to assist employees with health problems and to ensure that your health does not deteriorate due to your work environment. The final decision on what may be deemed reasonable lies with the employer.

What if I am having problems completing the questionnaire?

If for any reason you are having any difficulties completing the questionnaire, please contact AXA Application Support through online.support@axa-icas.com.

What if I incorrectly or dishonestly answer questions?

By not responding honestly or correctly to the questions asked in this assessment, you will impair the AXA PPP healthcare Occupational Health Clinical Team’s ability to assess your fitness for work fairly and accurately. Failure to disclose health information that may impact on your ability to do your job will be dealt with by your employer.

Does my employer see my answers?

No, in compliance with the Data Protection Act (1998), no medical or confidential information you supply will be disclosed to your employer. The person who is responsible for your recruitment will only be advised of the following information, as submitted by you in your online health assessment:

- Candidates name and date of birth.
- The job-role applied for / any applicable organisational division.
- The outcome of the assessment in terms of Fit for the job-role or Unfit for the job-role.
- The need or potential risk of future support, absence, adjustments and restrictions.

